

SENIOR DEVELOPMENT SERVICES TECHNICIAN

DEFINITION

To perform, lead and oversee complex technical planning work; to oversee front counter related tasks and assist general public by responding to customer visits, phone calls and inquires regarding building permits and plan checking fees; and to input pertinent permit information into automated tracking system.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Development Services Technician series. Employees within this class are distinguished from the Development Services Technician by the performance of the full range of duties including technical and functional supervision of assigned staff. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor.

Exercises technical and functional supervision over assigned staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Direct and oversee front counter functions; assist the general public at the front counter or by phone regarding building permit requirements, plan check fees, plan check filing procedures and processing, and permit status.

Lead, assign, direct and review the work of assigned staff; train assigned staff and other support staff in work procedures.

Oversee, review and enter permit data into an automated database; prepare various reports; accept permit applications and collect fees.

Review plans for conformance with the department's standards, policies and guidelines; approve minor permits.

Review plans for completeness and for conformance with ordinances and conditions of prior approval; route plans to other city departments for review.

Research and respond to public inquires.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of plan checking.

Policies and procedures fees assessment.

Principles and practices of customer service.

Applicable laws, codes, ordinances and regulations.

Principles and practices of assigning and review the work of others.

English usage, spelling, grammar, and punctuation.

Computer equipment and software applications related to assignment

Ability to:

Read and interpret documents and plans.

Plan, assign, train and review the work of assigned staff.

Operate computer equipment and software applications related to assignment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible journey level experience in technical planning work.

Training:

Equivalent to an Associate's degree from an accredited college with major course work in planning, urban studies, social sciences, or a related field.

PHYSICAL DEMANDS

On a continuous basis, sit at a desk and/or stand at a front counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; may lift lightweight.

10/2/01